



## County of Los Angeles CHIEF EXECUTIVE OFFICE

713 KENNETH HAHN HALL OF ADMINISTRATION  
LOS ANGELES, CALIFORNIA 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA  
Chief Executive Officer

April 22, 2008

The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

**COMMUNITY AND SENIOR SERVICES DEPARTMENT: LOS ANGELES COUNTY AREA  
AGENCY ON AGING (AAA) FISCAL YEAR 2008-09 AREA PLAN UPDATE  
(ALL SUPERVISORIAL DISTRICTS) - (3 VOTES)**

**SUBJECT**

The Older Americans Act (OAA) of 1965 mandates all Area Agencies on Aging to have an Area Plan that identifies goal areas and related objectives of each AAA's unique needs. The Los Angeles County AAA Fiscal Year 2008-09 Area Plan Update is a document that fulfills OAA mandate and informs the public and policy-makers, locally and statewide, on how the AAA plans to address local needs and accomplish state goals and objectives. The annual Area Plan Updates process enables the AAA to re-examine its direction and progress as a result of changing circumstances and to add, change, or delete objectives, as appropriate.

**IT IS RECOMMENDED THAT YOUR BOARD:**

1. Approve the Fiscal Year (FY) 2008-09 Planning and Service Area Plan Update (Attachment I).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal (Section 1 of Attachment I) on behalf of the Chair of the Board and submit the plan to the California Department of Aging (CDA).

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

The recommended actions are necessary to allow CSS to submit the FY 2008-09 Area Plan Update to the CDA for approval. CDA approval of the Area Plan Update is a required condition of the State's agreement with the AAA.

**IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The activities identified in the Area Plan Update support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

*"To Enrich Lives Through Effective And Caring Service"*

Board of Supervisors  
GLORIA MOLINA  
First District

YVONNE B. BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

### **PERFORMANCE MEASURES**

All agencies contracting with CSS are required to develop benchmark criteria for each of their performance standards. CSS will assess the agencies' performance during each monitoring visit.

### **FISCAL IMPACT/FINANCING**

The activities described in the update are financed by the federal Older Americans Act (OAA), State and local funds.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The update reflects a coordinated services system under the jurisdiction of CSS for functionally impaired adults and older adults and describes needs and agency goals and objectives. The update provides a status report of progress made by the AAA in meeting the specified goals and objectives. The AAA Advisory Council and the public had the opportunity to participate in the planning process, review and comment on the goals and objective of the plan. County Counsel has reviewed and approved the form of the Area Plan Update.

### **IMPACT ON CURRENT SERVICES**

Approval of the FY 2008-09 Area Plan Update will enable the AAA to continue with its home and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



WILLIAM T FUJIOKA  
Chief Executive Officer

WTF:SH:MS:  
GP:RG:cvb

Attachment

c: Auditor Controller  
County Counsel  
Community and Senior Services

**PERFORMANCE MEASURES**

All agencies contracting with CSS are required to develop benchmark criteria for each of their performance standards. CSS will assess the agencies' performance during each monitoring visit.

**FISCAL IMPACT/FINANCING**

The activities described in the update are financed by the federal Older Americans Act (OAA), State and local funds.

**FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

The update reflects a coordinated services system under the jurisdiction of CSS for functionally impaired adults and older adults and describes needs and agency goals and objectives. The update provides a status report of progress made by the AAA in meeting the specified goals and objectives. The AAA Advisory Council and the public had the opportunity to participate in the planning process, review and comment on the goals and objective of the plan. County Counsel has reviewed and approved the form of the Area Plan Update.

**IMPACT ON CURRENT SERVICES**

Approval of the FY 2008-09 Area Plan Update will enable the AAA to continue with its home and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



WILLIAM T FUJIOKA  
Chief Executive Officer

WTF:SH:MS:  
GP:RG:cvb

Attachment

c: Auditor Controller  
County Counsel  
Community and Senior Services

COUNTY OF LOS ANGELES – AREA AGENCY ON AGING

2008-09 Update

# AREA PLAN

2005-09

*Future Focused Leadership:  
Building and Reimaging*

maximizing independence, dignity, and choice through a continuum of care



---

under the older americans act and the older californians act

## **TABLE OF CONTENTS**

### **CONTENTS OF AREA PLAN UPDATE**

- 1. Section 1: Letter of Transmittal**
- 2. Section 2: Area Plan Update Checklist**
- 3. Section 3: Narrative Description of Relevant Changes**
- 4. Section 4: Goals and Objectives**
- 5. Appendix II: Public Hearings**
- 6. Appendix IV: Advisory Council Demographics**
- 7. Appendix XI: Disaster Preparation Planning**
- 8. Service Unit Plan**

## SECTION 1

## TRANSMITTAL LETTER

**LOS ANGELES COUNTY      PSA Number: 19**

☐ FY 05-06☐ FY 06-07

☐ FY 07-08

☐ FY 08-09

This Area Plan Update is hereby submitted to the California Department of Aging for approval. The Governing Board and the Advisory Council have each had the opportunity to participate in the planning process and to review and comment on the Area Plan. The Governing Board, Advisory Council, and Area Agency Director actively support the planning and development of community-based systems of care and the objectives set forth in the 2005-2009 Area Plan.

We the undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older adults and adults with disabilities, their families and caregivers in this Planning and Service Area. By signing below, we confirm that we have had the opportunity to participate in the planning process of activities related to the Area Plan and this Update.

1. (Signed) \_\_\_\_\_  
Supervisor Yvonne B. Burke  
Chair, Governing Board

Date \_\_\_\_\_

2. (Signed) \_\_\_\_\_  
Zelda Hutcherson, President  
Area Agency on Aging Advisory Council

Date \_\_\_\_\_

3. (Signed) \_\_\_\_\_  
Cynthia D. Banks, Director  
Community and Senior Services, Area Agency on Aging

Date \_\_\_\_\_

## SECTION 2

## THE 2008-2009 AREA PLAN UPDATE CHECKLIST

Includes Title III (B, C, D, E), V, VII, Community-Based Service Programs (CBSP), and the HICAP

**Instructions:** Check the boxes ☐ for completed items, as applicable. For completion of the Four-Year Plan, check the boxes in column C. For any unchecked box, provide an explanation on the last page of this checklist. For Annual Updates, check the boxes in the applicable year. **Section number six, Narrative Description of Relevant Changes, applies only to the Area Plan Update.**

### 1. Necessary Copies and Format

#### REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
All information is provided on single-sided sheets.	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A copy of the Area Plan has been E-mailed to the Department.	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
An original copy of the Area Plan, Area Plan Checklist, and all required documents are attached.	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

### 2. Transmittal Letter

#### REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
The Transmittal Letter signed by the AAA Director, Chair of the Advisory Council, and Chair of the Governing Board, has original signatures and is attached. *	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
The signed Transmittal Letter will be submitted by: 07/05/05, 05/01/06 for 06-07 Update, 05/01/08 for 08-09	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\*Note: Approval of the Area Plan will be delayed pending receipt of a fully executed Transmittal Letter.

### 3. Strategic Plan: REQUIRED if a Strategic Plan is submitted as the Area Plan

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A Strategic Plan was submitted as the Area Plan. (A Strategic Plan Cross Reference Index is available by contacting CDA).	Yes, If applicable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2008-2009 Area Plan Update

4. Description of the Planning and Service Area (PSA)

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A brief description of the physical characteristics of the PSA is included.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A description of the demographic characteristics of the PSA is included.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A description of the unique resources and constraints existing within the PSA is included.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A broad description of the existing service system within the PSA is included.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Description of the Area Agency on Aging

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A description of the type and characteristics of the AAA.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A Mission Statement.	Yes, If changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A current Organization Chart.	Yes, If changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A description of how the AAA provides visible leadership in the development of community-based systems of care.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Agency type; such as Public, Private Non-Profit, or Joint Powers.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The AAA's funding sources.	Yes, If changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

6. Narrative Description of Relevant Changes – **REQUIRED FOR UPDATE ONLY**

*This section must include all changes related to all programs of services funded by grants from CDA*

A	B	C	D	E	F
Update Requirement	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
Introduction with Narrative Description of Significant Changes, including estimated number of low-income, minority seniors	Yes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New, continued, revised, completed, or deleted goals and objectives are identified.	Yes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Discussion of major changes and effects to the PSA and/or AAA.	Yes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Changes that may have reduced or increased quality or quantity of	Yes		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



2008-2009 Area Plan Update

service.					
----------	--	--	--	--	--

7. The Planning Process

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
Discussion of steps involved in the planning process and how they fit in with the overall planning cycle.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion of the needs assessment process.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion of targeting.	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identification of priorities.	Yes, If changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

8. Goals and Objectives, including Targeting, Needs Assessment, and Service Unit Plan

REQUIRED

A	B	C	D	E	F
General Requirements for the Four-Year Plan	Annual Update Requirements	2005-09 Four-Year Plan	2006-07 Annual Update	2007-08 Annual Update	2008-09 Annual Update
A goal and/or objective is identified for each program or service.	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goals and Objectives are included for each program or service funded by the AAA from the following sources: Check all that apply <input checked="" type="checkbox"/> Title III B <input checked="" type="checkbox"/> Title III B/VII(a)(b) <input checked="" type="checkbox"/> Title III C1 <input checked="" type="checkbox"/> Title III C2 <input checked="" type="checkbox"/> Title III D <input checked="" type="checkbox"/> Title III E <input checked="" type="checkbox"/> Title V <input checked="" type="checkbox"/> HICAP <input checked="" type="checkbox"/> CBSPs	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Goals and objectives identified serve to create, expand, or enhance AAA direct or contracted services.	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Title III B Program Development (PD) and Coordination (C) activities are distinctly identified.	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Objectives clearly indicate the nature of the action, the party responsible for the action, the outcome of the action, how the action will be measured, and projected start and end dates of each objective.	Yes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
The Units of Service on the SUP are tied to a specific goal.	Yes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Targeting</b> criteria have been met and are included:⇒Specific objectives: for providing services to low-income minority individuals; ⇒Specific objectives for providing services to older individuals with disabilities, with particular attention	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 2008-2009 Area Plan Update

to individuals with severe disabilities; ⇒ Specific objectives for providing services to older individuals with limited English-Speaking ability; and ⇒ Specific objectives for providing services to caregivers					
A description of <b>Needs Assessment Activities</b> is included.	Yes, If needs assessment activities are planned or have been completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
<b>General Requirements for the Four-Year Plan</b>	<b>Annual Update Requirements</b>	<b>2005-09 Four-Year Plan</b>	<b>2006-07 Annual Update</b>	<b>2007-08 Annual Update</b>	<b>2008-09 Annual Update</b>

### 9. Older Americans Act Assurances

Older Americans Act Assurances	No	<input checked="" type="checkbox"/>			
--------------------------------	----	-------------------------------------	--	--	--

### 10. Appendices

#### REQUIRED, IF CHANGES HAVE OCCURED

IA. Notice of Intent to Provide Direct Services (if applicable)	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IB. Request for Approval to Provide Direct Services (if applicable)	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
II. Public Hearings	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
III. Governing Board	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IV. Advisory Council	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
V. Priority Services	Yes, If changed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
VI. Community Focal Points List	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VII. Multipurpose Senior Center Acquisition and Construction Compliance Review	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VIII. Title III E Family Caregiver Support Program	Yes, If changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IX. Sample Organization Charts, Planning Process and Funding Sources/Program Descriptions	No				
X. Legal Services	Yes, if changed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For any unchecked boxes, identify the section number and provide an explanation: IA, IB, NA. III, IV, VI, VII, VIII, X: No change at this time.

## **SECTION 3**

### **Narrative Description of Relevant Changes**

The purpose of the County of Los Angeles, Area Agency on Aging, 2008 – 2009 Area Plan Update is to provide a status report on the goals and objectives identified in the four-year plan and the subsequent updates to the plan. All activities reflect the nature of the comprehensive planning and activities involved in meeting the goals and objectives.

The following changes were made to the objectives identified in the 2007-08 Area Plan Update:

- Objective #2.11 was deleted because it was a duplicate of #2.8
- Objective #2.12 was deleted because it was a duplicate of #2.9

There were no other changes to the goals or objectives.

## SECTION 4

### Goals and Objectives

Page 24, 1.6

Objectives	Project Start & End Dates	Title III B Funded PD or C	Accountable Party/Lead	Status
<p><b>1.6</b> Provide training and resources to nutrition service providers on enhancements to HDM screening, such as falls prevention risk assessment, depression screening, and diabetes care.</p> <p>Revised Objective: Improve Nutrition Screening Initiative reporting. <b>How the action will be accomplished:</b> ENHANCE Registered Dietitians will train Nutrition Project Directors and staff on how to complete the Nutrition Screen; <b>Anticipated outcome:</b> Nutrition agencies will improve accuracy of Nutrition Screening data reported to California Department of Aging; <b>Measurement of outcome:</b> Comparison of Nutrition Screen data from 2005-2006 with 2006-2007 data.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>• AAA Nutritionist with ENHANCE Registered Dietitians (RD) provided monthly educational classes to the Nutrition Project Directors and staff on how to more accurately complete the Nutrition Screen.</li> <li>• Fall prevention training, as well as other valuable data and resources was also provided to the Nutrition Program Directors during the year.</li> <li>• In addition, the Be Well Program addressed some of the issues pertaining to depression, diabetes and related concerns affecting seniors, and this information was also shared</li> </ul>	07/01/05-06/30/09	Title III-D	Sue Kennedy	Continued

with the Nutrition Project Directors.				
---------------------------------------	--	--	--	--

Objectives	Project Start & End Dates	Title III B Funded PD or C	Accountable Party/Lead	Status
<p><b>1.7</b> Survey Information and Assistance workers (I&amp;A) and care managers to determine training needs in the area of service to caregivers; develop training program to meet training needs; and arrange for training to include information on approaches to assist caregivers to make long-term care choices.</p> <p>Revised Objective: (a) Ensure ease and breadth of Information and Assistance (I&amp;A) services operationally; (b) Survey I&amp;A workers on information and assistance resource and systems adequacy, used to respond to consumer inquiries; identify gaps, develop and implement remedial solutions; (c) Improvement of I&amp;A service operations; (d) follow-up survey of I&amp;A workers to confirm that gaps have been eliminated and better efficiency realized.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>AAA staff continues to explore ways to improve I&amp;A services. Meetings are consistently conducted with I&amp;A staff and care managers. Stakeholder meetings were conducted in order to identify training needs, gaps in service and outreach activities that will address and assist caregivers in making responsible choices for long-term care.</li> <li>I&amp;A staff continue to participate in multiple community events, i.e. Knowledge Fairs, distributing printed material which provides</li> </ul>	07/01/05-06/30/09	PD	Roseann Donnelly	Continued

2008-2009 Area Plan Update

valuable information and education regarding caregivers and telephone assistance and referrals.				
---	--	--	--	--

Page 24-1.8

<b>Objectives</b>	<b>Project Start &amp; End Dates</b>	<b>Title IIIB Funded PD or C</b>	<b>Accountable Party/Lead</b>	<b>Status</b>
-------------------	--	--	-----------------------------------	---------------

<p><b>1.8</b> Expand Information and Assistance services to older adults in health, homelessness/veterans services, Lesbian-Gay-Bisexual-Transgender (LGBT), mental health, transportation and older women's issues.</p> <p><b>How Action will be Accomplished:</b> Evaluate and determine collaboration options across service divisions within Department of Community and Senior Services (DCSS), and conduct feasibility study with the Housing and Urban Development (HUD), Department of Military and Veterans Affairs (VA), Los Angeles Homeless Services Agency (LAHSA), continuum of care cities of Glendale, Pasadena, Long Beach and Santa Monica (with specific focus on homeless citizens and veterans), the Metropolitan Transportation Authority (MTA), the Department of Health Services (DHS), Info-Line (211), the Department of Mental Health (DMH), and community advocates on partnering with the AAA in development of a plan to expand Information and Assistance services to homeless seniors who are veterans and available services in each area;</p> <p><b>Anticipated Outcome:</b> The development of mutually approved plans among the aforementioned departments and the AAA on coordinating a single point of contact, and local Information and Assistance to health, homelessness/ veterans, mental health, and older women's services;</p> <p><b>Measurement of Outcome:</b> Collaborative plan within DCSS and between DMH, HUD, VA, LAHSA, DHS, MTA and AAA on the development of centralized and local Information &amp; Assistance operational format.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>• Expansion of Information &amp; assistance (I&amp;A) continues with older adults in; health,</li> </ul>	07/01/07-06/30/09	C	Roseann Donnelly	Continued
--	-------------------	---	------------------	-----------

2008-2009 Area Plan Update

<p>homelessness/veterans services, Lesbian-Gay-Bisexual-Transgender (LGBT), mental health, transportation and older women's issues.</p> <ul style="list-style-type: none"> <li>• A presentation by a member of the LGBT Community was made to the Advisory Council to increase their awareness of LGBT community needs and awareness. Continued outreach is being made with various providers of services to the LGBT community.</li> <li>• A presentation was made by the Community Development Commission (CDC) to the LA County Advisory Council, Housing Committee. CSS staff participate on the CDC Housing Alliance Committee, to address and collaborate on the needs of the homeless population.</li> <li>• The Department of Mental Health has been collaborating with the LA County Advisory Council, Veterans Affairs Committee, to address the mental issues of homeless veterans. CSS staff are also a member of the DMH Older Adults System of Care Committee, which meets monthly to address the need of the older adults with mental health issues.</li> <li>• Los Angeles County, AAA (I&amp;A) in collaboration with the City of Los Angeles, Agency on Aging, Network Of Care website, will be able to access information on services outside of Los Angeles City limits in order to provide expanded outreach to older adults; in health, homeless, veterans, transportation and older women's issues.</li> <li>• Collaboration on services and outreach needs of the elderly in LA County continues with 211 Oversight Committee, MTA, Dept. Of Health Services, Mental Health, Military &amp; Veterans Affairs and community advocates.</li> <li>• I&amp;A telephone system will be enhanced to included linkage to 211, Adult Protective Services (APS) and other features including call routing, call tracking and statistical reports.</li> </ul>				
---	--	--	--	--



2008-2009 Area Plan Update

Objectives	Project Start & End Dates	Title III B Funded PD or C	Accountable Party/Lead	Status
<p><b>1.10</b> Develop AAA emergency and disaster plans in concurrence with new regulations and CDA guidance.</p> <p><b>How Action will be Accomplished:</b> By following the CDA Disaster Assistance Handbook and AB 2990, the evaluation of existing resources within DCSS, and in cooperation with County Office of Emergency Management (OEM); <b>Anticipated Outcome:</b> Develop AAA emergency and disaster plan, inclusive of implementation procedures, operations plan, training, and I&amp;A instructions; <b>Measurement of Outcome:</b> Production of AAA emergency and disaster plan. Implementation specifics will be incorporated into the next four-year Area Plan.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>• A staff person has been designated as the Emergency Coordinator for the AAA to develop the Emergency Preparedness Plan.</li> <li>• CSS and AAA staff meet regularly with the Los Angeles County, Office of Emergency Management and participate in training and exercises specific to Los Angeles County's response efforts in the event of an emergency.</li> <li>• A draft Plan has been shared with the AAA Advisory Council, the community at Public Hearings and various community forums in order to educate and identify the needs of the senior population during a disaster.</li> <li>• AAA, using input from the community, continues to collaborate and participate in local and regional disaster planning efforts to identify and address the needs of seniors and the disabled to ensure they can be met during an emergency.</li> <li>• The draft AAA Emergency Plan was submitted to the California Department of Aging in March 2008 along with the results of a survey completed by AAA providers pertaining to how they could assist in the event of an emergency.</li> </ul>	07/01/07-06/30/09	PD	Thomas Jenkins	Continued

Objectives	Project Start & End Dates	Title IIIB Funded PD or C	Accountable Party/Lead	Status
<p><b>1.11</b> Raise public and professional awareness of the AAA, its mission and available services.</p> <p><b>How Action will be Accomplished:</b> Through a multi-faceted approach, including outreach, flyers, website development, news releases, Advisory Council outreach, such as through the Speakers Bureau and Communications Committee;<b>Anticipated Outcome:</b> Increased public and professional involvement and use of AAA Information and Assistance resources;  <b>Measurement of Outcome:</b> 15% increase in number of website "hits," and I&amp;A phone call volume.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>Multiple and ongoing outreach activities have been conducted in public forums, Community and Senior Fairs and Public Hearings.</li> <li>The Advisory Council's, Speakers Bureau, continues to make multiple presentations in the community, Senior Centers and other venues to increase the public's awareness of AAA services.</li> <li>I&amp;A staff continue to distribute and provide information to the public via mail, telephone calls and attendance at community events.</li> <li>CSS' InfoVans continue to attend a myriad of functions and activities and provide information on the multiple services that are available.</li> <li>The Los Angeles County, Dept. of Community and Senior Services' new website will be launched in April, '08. The redesign of the website includes expanded information on all programs and services in the AAA.</li> </ul>	07/01/07-06/30/09	PD	Brenda Sapp-Pradia	Continued

Objectives	Project Start & End Dates	Title IIIB Funded PD or C	Accountable Party/Lead	Status
<p><b>2.8</b> Develop outcome measures for the Integrated Care Management Program (ICMP) to determine care management services impact on client's functioning and quality of life.</p> <p>Revised Objective: (a) Establish measurement of ICMP process and utilization outcomes; (b) Provider documentation reviews and submission of information for conversion to measurement; (c) Capacity to determine provider performance related to program structure and objectives, and establish utilization management system, both critical in identifying opportunities for improvement; (d) From thresholds or trigger points that evolve from baseline measurements.</p> <p>Rationale for Revision: Clarification of objective and its measurement.</p> <p><b>2008/09 Update:</b></p> <p>The AAA is currently redesigning the ICMP program. The redesign will unbundle the funding streams. Programs will now consist of Linkages and the Disabled Parking. As part of the redesign, new performance standards will be developed. Monitoring of outcome measures and proper documentation is ongoing to ensure compliance with program requirements and to evaluate the efficiency of the program. The redesign cannot be completed until the CDA releases the new Linkages Manual.</p>	07/01/05-03/01/09	PD	John Coyle	Continued

Objectives	Project Start & End Dates	Title IIIB Funded PD or C	Accountable Party/Lead	Status
<p><b>2.9</b> Expand the ENHANCE Medication Management Project's pharmaceutical review at education clinics to include drug-drug interactions in addition to food-drug interactions.</p> <p>Revised Objective: (a) Nature of the action: Pilot training program for older adults on the potential danger of drug-drug interactions and how to address them; (b) How the action will be accomplished: ENHANCE Registered Dietitians will coordinate with a pharmacist to review individual seniors' medications at four clinics in 2006-2007, by the inclusion of the Department of Public Social Services (DPSS) to ensure coordination with the In-Home Supportive Services (IHSS); (c) Anticipated outcome: Increased older adult awareness of the potential danger of drug-drug interactions; (d) Measurement of outcome: Number of dangerous drug-drug interactions prevented.</p> <p>Rationale for Revision: Clearly focus the objective, its method, and measure outcome.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>• AAA Nutritionist and ENHANCE RD'S provide training, education and one-on-one consultation to seniors on drug-drug and food drug interactions to decrease the number of possible drug-drug/food-drug interactions. Presentations have also been provided to seniors at the Community/Senior Centers.</li> <li>• CSS continues to collaborate with DPSS/IHSS section to ensure seniors receive information about drug interactions through home visits made by IHSS Social Workers.</li> <li>• LA County Office of Senior Health provided educational presentations to the AAA Advisory Council also.</li> </ul>	07/01/05-06/30/09	Title III-D	Sue Kennedy	Continued

2008-2009 Area Plan Update

<b>Objectives</b> <b>(a) Nature of the Action</b> <b>(b) How Action will be Accomplished</b> <b>(c ) Anticipated Outcome</b> <b>(d) Measurement of Outcome</b>	<b>Project Start &amp; End Dates</b>	<b>Title IIIB Funded PD or C</b>	<b>Accountable Party/Lead</b>	<b>Status</b>
<p><b>2.13</b> New Objective: ENHANCE Registered Dietitians will conduct 860 health promotion/disease prevention clinics in FY 2006-2007; (b) <b>How the action will be accomplished:</b> ENHANCE Registered Dietitians will meet with congregate site managers and will select and conduct clinics for seniors including but not limited to topics such as diabetes, heart disease, high blood pressure; (c) <b>Anticipated outcome:</b> Increase seniors' knowledge of chronic diseases and how to manage them. (d) <b>Measurement of outcome:</b> Pre- and post-tests.</p> <p><b>2008/09 Update:</b></p> <p>ENHANCE RD's continue to provide multiple disease prevention clinics and promotions at congregate meal sites to increase senior knowledge of chronic diseases and how to manage them. These clinics will continue to be an ongoing activity.</p>	<p>07/01/06-06/30/09</p>	<p>Title III-D</p>	<p>Sue Kennedy</p>	<p>Continued</p>

Objectives	Project Start & End Dates	Title IIB Funded PD or C	Accountable Party/Lead	Status
<p><b>2.14</b> Enhance the quality of life and care of residents of long-term care facilities through the Long-Term Care Ombudsman Program.</p> <p><b>How Action will be Accomplished:</b> Ensure that long-term care residents have regular access to an Ombudsman [OAA Section 712 (A)(3)(D),(5)(B)(ii)] . <b>Anticipated Outcome:</b> Collaborate with the Ombudsman Contractor to increase awareness and recognition of abuse to elders and dependent adults. <b>Measurement of Outcome:</b> Collaborative plan between the Ombudsman Program and AAA to report their complaint processing and other activities consistently.</p> <p><b>2008/09 Update:</b></p> <ul style="list-style-type: none"> <li>• AAA staff continues ongoing activities to collaborate and monitor WISE, the Ombudsman contractor to ensure that there is increased awareness and recognition of abuse to elders and disabled adults in long-term care facilities.</li> <li>• WISE continues to maintain a presence and oversee activities associated with skilled nursing facilities and residential care.</li> <li>• AAA continues to monitor the complaint process to ensure consistency of responsiveness to complaints and compliance with guidelines.</li> <li>• In addition, any new guidelines and/or regulations issued by CDA are shared with the Ombudsman contractor.</li> </ul>	10/01/07-06/30/09	PD	Brenda Sapp-Pradia	Continued

Objectives	Project Start & End Dates	Title IIIB Funded PD or C	Accountable Party/Lead	Status
<p><b>3.4</b> Develop and implement a complete re-design of the Integrated Care Management Program in order to improve service delivery and quality, by retaining a consultant and employee knowledgeable and experienced with the Linkages and Care Management/Case Management Program; includes analysis and solutions of SPA-specific service delivery gaps.</p> <p>Revised Objective: (a) Revise and implement the Integrated Care Management Program (ICMP) without Adult Protective Services (APS) funding; (b) Develop functional assessment, care plan, and care management frameworks, matching policies and procedures, and process outcome measurements, based on APS Quality Assurance and Partners in Care evaluations of ICMP in contrast with Linkages manual; (c) Improved and standardized program operations / administration and establishment of qualitative and quantitative program indicators; (d) Standard Operating Procedures in concert with Linkages program, confirmed training and review with providers, reports reflecting process outcome measurement and utilization management.</p> <p><b>2008/09 Update:</b></p> <p>The ICMP is being redesigned to unbundle the funding streams. APS funding was deleted at the end of FY '07. AAA continues to keep the ICMP Stakeholders informed of any changes to the program. New performance measures will be established with the redesign. The redesign cannot be completed until the new Linkages Manual is provided.</p>	07/01/05-06/30/09	PD	John Coyle	Continued through fiscal year 08-09

Objectives	Project Start & End Dates	Title IIIB Funded PD or C	Accountable Party/Lead	Status
<p><b>3.8</b> Pilot the marketing of the AAA's Community Connection Web Site on long-term care services in the cities with an age 60+ population of 20% + (per census 2000); evaluation analysis will result in web site improvements.</p> <p>Revised Objective: (a) Continuously improve the Area Agency on Aging's Community Connection website; (b) Add survey questions to website, capture consumer input on its ease of use, gaps, areas in need of improvement, thoroughness of information, trends, and modify the website accordingly; (c) Improved information and access website for older adults, caregivers, and adults with disability in Los Angeles county; (d) 80% decrease from baseline in consumer feedback on trended opportunities for improvement.</p> <p><b>2008/09 Update:</b></p> <p>CSS' Community connection website has been redesigned based on information provided through various community forums, stakeholder and CSS staff input. Presentations of the website have been made to stakeholders and the AAA Advisory Council. Recommended changes, as appropriate, have been incorporated into the overall design. The new website will provide more detailed information about the department's multiple programs and services for disabled adults and seniors. The Community Connections Web Site launched in April, 2008.</p>	07/01/05-06/30/09	PD	Brenda Sapp-Pradia  Roseann Donnelly	Continued



## SECTION 7: APPENDIX II – PSA #19

Check each applicable planning cycle:

☐ FY 2005-06

☐ FY 2006-07

☐ FY 2007-08

☒ FY 2008-09

### PUBLIC HEARINGS

#### CONJOINT HEARINGS: PSA 19 COUNTY & PSA 25 CITY AREA AGENCIES ON AGING

CCR Article 3, Section 7302(a) (10) and Section 7308

Date	Location	Number Attending	Area Plan Presented with Translator	Hearing Held at Long-Term Care Facility
Tuesday, March 4, 2008 1:00 PM – 3:00 PM  Topic: Emergency Preparedness	Lynwood Senior Citizen Center 11329 Ernestine Avenue Lynnwood, CA 90260	48	Yes	No
Thursday, March 13, 2008 10:00 AM – 12:00 PM  Topic: General	Wilmington Senior Center 1371 Eubank Avenue Wilmington, CA 90744	45	Yes	No
Tuesday, March 18, 2008 10:00 AM – 12:00 PM  Topic: Inter-Agency Cooperation	Department of Building & Safety 3550 Wilshire Blvd., Suite 2000 Los Angeles, CA 90010	34	Yes	No
Wednesday, March 19, 2008 1:00 PM – 3:00 PM  Topic: Outreach	Hollywood Multipurpose Senior Center 1360 N. St. Andrews Place Hollywood, CA 90028	20	Yes	No

**APPENDIX II – PSA #19****COUNTY AREA AGENCY ON AGING, PSA 19 PUBLIC HEARINGS**

<b>Date</b>	<b>Location</b>	<b>Number Attending</b>	<b>Area Plan Presented with Translator</b>	<b>Hearing Held at Long-Term Care Facility</b>
<b>Tuesday, February 26, 2008 10:00 AM – 12:00 PM  Topic: General</b>	<b>San Gabriel Valley Service Center 1441 Santa Anita Avenue South el Monte, CA 91733</b>	<b>15</b>	<b>Yes</b>	<b>No</b>
<b>Tuesday, March 11, 2008 10:00 AM – 12:00 PM  Topic: General</b>	<b>Santa Clarita Valley Senior Center  22900 Market St.  Santa Clarita, CA 91321</b>	<b>25</b>	<b>Yes</b>	<b>No</b>
			.	

**All of the items below must be discussed at each planning cycle's Public Hearings**

- Discuss outreach efforts used in seeking input into the Area Plan from institutionalized, homebound, and/or disabled older individuals. Posted at facilities, libraries, and in newspapers
- Proposed expenditures for Program Development (PD) and Coordination (C) must be discussed at a public hearing. Did the AAA discuss PD and C activities at a public hearing?  
☒ Yes      ☐ Not Applicable (check only if PD and C funding is not being used)  
☐ No  
 If No, Explain:
- Summarize the comments received concerning proposed expenditures for PD and C, if applicable.
- Were all interested parties in the PSA notified of the public hearing and provided the opportunity to testify regarding setting of minimum percentages of Title III B program funds to meet the adequate proportion funding for Priority Services? (*See Appendix V*)  
☒ Yes  
☐ No  
 If No, Explain:
- Summarize the comments received concerning minimum percentages of Title III B funds to meet the adequate proportion funding for priority services. (*See Appendix V*) Improvement of information within MTA was a common theme, and more information & assistance support from AAA were raised.
- Summarize other major issues discussed or raised at the public hearings.  
See above grids with topical summary categories
- List major changes in the Area Plan resulting from input by attendees at the hearings. Area Plan update contains new objective, to focus on increasing an I & A collaboration across the available services of multiple departments.

## **APPENDIX IV – PSA #19**

**Check each applicable planning cycle:**

☐ FY2005-06   ☐ FY 2006-07   ☐ FY 2007-08   ☒ FY2008-09

### **ADVISORY COUNCIL**

45 Code of Federal Regulations (CFR), Section 1321.57  
CCR Article 3, Section 7302 (a) (12)

**Total Council Membership (including vacancies)**      100  
Number of Council Members 60+                              65

<b>Race/Ethnic Composition</b>	<u>% of PSA's 60+Population</u>	<u>% on Advisory Council</u>
White	<u>54</u>	<u>37</u>
Hispanic	<u>21</u>	<u>16</u>
Black	<u>10</u>	<u>33</u>
Asian/Pacific Islander	<u>13</u>	<u>11</u>
Native American/Alaskan Native	<u>.26</u>	<u>3</u>
Other	<u>&lt;2</u>	<u>0</u>

**Attach a copy of the current advisory council membership roster that includes:**

- Names/Titles of officers and date term expires
- Names/Titles of other Advisory Council members and date term expires

**Indicate which member(s) represent each of the "Other Representation" categories listed below.**

	<u>Yes</u>	<u>No</u>
Low Income Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disabled Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Supportive Services Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Health Care Provider Representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Local Elected Officials	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Individuals with Leadership Experience in the Private and Voluntary Sectors	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Explain any "No" answer.** \_\_\_\_\_

Briefly describe the process designated by the local governing board to appoint Advisory Council members. Membership nominations are accepted by application. The Advisory Council's Membership/Outreach Committee reviews candidate applications and provides a recommendation to the Executive Board. The Executive Board reviews and provides a recommendation to the Advisory Council. New members are approved by the Advisory Council. The Governing Board does not appoint members to the Advisory

**TITLE III/VII SERVICE UNIT PLAN OBJECTIVES**  
**PSA #19**  
**2005 – 2009 Four Year Planning Period**  
**CCR Article 3, Section 7300(d)**

---

The Service Unit Plan (SUP) uses the National Aging Program Information System (NAPIS) Categories and units of service, as defined in PM 97-02. For services not defined in NAPIS, refer to Division 4000 of the Management Information Systems (MIS) Manual. Report units of service to be provided with **ALL funding sources**.

Related funding is reported in the annual Area Plan Budget (CDA 122) for Titles III B, III C-1, III C-2, III D, VII (a) and VII (b). This SUP does **not** include Title III E services.

**For discretionary services that will not be provided, check the Not Applicable box ☐.**

**TITLE III/VII**

---

**1. Personal Care (In-Home)\***

**Units of Service = (1-Hour)**  
**Not Applicable: ☐ (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	19,825	1,2,3	1.5, 2.1, 3.3
2006-2007	19,825	1,2,3	
2007-2008	19,825	1,2,3	
2008-2009	19,825	1,2,3	

**2. Homemaker (In-Home)\***

**Units of Service = (1-Hour)**  
**Not Applicable: ☐ (check)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	26,558	1,3	1.4, 3.3
2006-2007	26,558	1,3	
2007-2008	26,558	1,3	
2008-2009	26,558	1,3	

**3. Chore (In-Home)\***

**Units of Service = (1-Hour)**

\* Indicates Title III-B Priority Services

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**4. Home Delivered Meals** Units of Service = (1-Meal)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	757,433	3	3.6
2006-2007	818,387	3	
2007-2008	818,387	3	
2008-2009	818,387	3	

**5. Adult Day Care/Health\*** Units of Service = (1-Hour)  
Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**6. Case Management (Access)\*** Units of Service = (1-Hour)  
Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	30,784	1,2,3	1.4, 1.7, 2.1, 2.11, 3.2, 3.4
2006-2007	30,784	1,2,3	
2007-2008	30,784	1,2,3	
2008-2009	30,784	1,2,3	

**7. Congregate Meals** Units of Service = (1-Meal)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	1,304,791	2	2.6, 2.7
2006-2007	1,304,791	2	
2007-2008	1,304,791	2	
2008-2009	1,304,791	2	

**8. Nutrition Counseling** Units of Service = (1-Hour)  
Not Applicable: ☐ (check)

\* Indicates Title III-B Priority Services

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	2,892	1	1.6
2006-2007	2,892	1	
2007-2008	3,650	1	
2008-2009	2,731	1	

9. **Assisted Transportation (Access)\***

Units of Service = (One 1-way trip)  
Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

10. **Transportation (Access)\***

Units of Service = (One 1-way trip)  
Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

11. **Legal Assistance\***

Units of Service = (1-Hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	5,676	2	2.8
2006-2007	5,676	2	
2007-2008	6,196	2	
2008-2009	6,196	2	

12. **Nutrition Education**

Units of Service = (1 session per participant)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	15,220	1	1.6
2006-2007	15,220	1	
2007-2008	46,533	1	
2008-2009	46,533	1	

13. **Information and Assistance (Access)\***

Units of Service = (1-Contact)

\* Indicates Title III-B Priority Services

Not Applicable: <input checked="" type="checkbox"/> (check)			
■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008	7,906	1	1.7, 1.8
2008-2009	7,906	1	

14. Outreach (Access)\*

Units of Service = (1-Contact)  
Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	4,813	3	3.1, 3.5, 3.7, 3.8, 3.9, 3.10
2006-2007	4,813	3	
2007-2008	24,640	3	
2008-2009	24,640	3	

15. NAPIS Service Category 15 – "Other" Title III Services

- In this section, identify Title III D services (required); and also identify all Title III B services (discretionary) to be funded that were not reported in NAPIS categories 1–14 above. (Identify the specific activity under the Service Category on the "Units of Service" line when applicable.)
- Specify what activity constitutes a unit of service (1 hour, 1 session, 1 contact, etc.). (Reference Division 4000 of the MIS Operations Manual, January 1994.)
- Each Title III B "Other" service must be an approved NAPIS Program 15 service listed on the "Schedule of Supportive Services (III B)" page of the Area Plan Budget (CDA 122).  
[Title III B Example: Service Category: Community Services/Senior Center Support. Units of Service: 1 hour – Activity Scheduling.]

Title III D, Disease Prevention/Health Promotion

Service Activity: Nutrition Education

Units of Service <sup>E</sup> (1 session per participant)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	3,792	1	1.2, 1.6
2006-2007	3,792	1	
2007-2008	1,154	1	
2008-2009	1,154	1	

Title III D, Disease Prevention/Health Promotion

Service Activity: Support Groups/Fitness Classes

Units of Service <sup>E</sup> (1 Session)

\* Indicates Title III-B Priority Services

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008	806	2	2.13
2008-2009	806	2	

**Title III D, Disease Prevention/Health Promotion**

Service Activity: \_\_\_\_\_

Units of Service<sup>E</sup> ( )

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Title III D, Disease Prevention/Health Promotion**

Service Activity: \_\_\_\_\_

Units of Service<sup>E</sup> ( )

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Title III D, Disease Prevention/Health Promotion**

Service Activity: \_\_\_\_\_

Units of Service<sup>E</sup> ( )

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Title III D, Medication Management**

Service Activity: One Hour

<sup>E</sup> Entry Required



**Units of Service <sup>E</sup> (1 Hour)**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006	5,200	1,2	1.2, 1.6, 2.12
2006-2007	5,200	1,2	
2007-2008	1,796	1,2	
2008-2009	1,070	1,2	

**Title III D, Medication Management**

Service Activity: \_\_\_\_\_

Units of Service <sup>E</sup> ( )

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Title III D, Medication Management**

Service Activity: \_\_\_\_\_

Units of Service <sup>E</sup> ( )

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Title III D, Medication Management**

Service Activity: \_\_\_\_\_

Units of Service <sup>E</sup> ( )

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers (Required for Title III D)
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Title III B, "Other Supportive Services"**

Service Category: Visiting/Telephoning

Units of Service and Activity <sup>E</sup> (One Hour)

<sup>E</sup> Entry Required

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	61,308	2	2.1
2006-2007	61,308	2	
2007-2008	61,308	2	
2008-2009	61,308	2	

**Title III B, "Other Supportive Services"**

**Service Category:** Alzheimer's Day Care

**Units of Service and Activity** <sup>£</sup> (Day of Attendance)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	5,816	2	2.1, 2.5
2006-2007	5,816	2	
2007-2008	5,816	2	
2008-2009	5,816	2	

**Title III B, "Other Supportive Services"**

**Service Category:** In-Home Respite

**Units of Service and Activity** <sup>£</sup> (One Hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	3,996	2	2.1, 2.4
2006-2007	3,992	2	
2007-2008	3,992	2	
2008-2009	3,992	2	

**Title III B, "Other Supportive Services"**

**Service Category:** In-home Services Registry

**Units of Service and Activity** <sup>£</sup> (One Hour)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	16,986	2	2.1
2006-2007	16,986	2	
2007-2008	16,986	2	
2008-2009	16,986	2	

**Title III B, "Other Supportive Services"**

**Service Category:** Community Services/Senior Center Support- Senior Center Staffing

**Units of Service and Activity** <sup>£</sup> (One Hour)

---

<sup>£</sup> Entry Required

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008	42,640	3	3.1
2008-2009	42,640	3	

---

<sup>6</sup> Entry Required

## LONG-TERM CARE OMBUDSMAN

(Title III B and Title VII a)

### AREA PLAN OUTCOMES FOR THE LONG-TERM CARE OMBUDSMAN PROGRAM

**Mission:** As mandated by the Older Americans Act, the mission of the Long-Term Care Ombudsman Program is to seek resolution of problems and advocate for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents. Baseline numbers are provided from each local Ombudsman Program's Fiscal Year (FY) 2003-2004 National Ombudsman Reporting System data. Targets are established by the local Ombudsman in consultation with the Area Agency on Aging and are approved by the State Long-Term Care Ombudsman.

For baseline data, please use your program's data which was submitted for the FY 2003-2004 State Annual Report to AoA. The source for this data is your local program's OmbudsManager reports.

1. *The problems and concerns of long-term care residents are solved through complaint resolution and other services of the Ombudsman Program. [OAA Section 712(a)(3)(5)]*

#### Measures and Targets:

##### **A. Complaint Resolution Rate (AoA Report, Part I-E, Actions and Complaints)**

1. FY 2003-2004 Baseline: <b>6,930</b> complaints resolved plus <b>1,230</b> complaints partially resolved complaints divided by total complaints <b>10,091</b> equals Baseline <b>81%</b>
2. FY 2007-2008 Target: <b>79%</b> resolution rate
3. FY 2008-2009 Target: <b>80%</b> resolution rate
Associated Program Goals and Objective Numbers: 3.8

##### **B. Work with Resident Councils (AoA Report, Part III-R, #8)**

1. FY 2003-2004 Baseline: <b>711</b> number of meetings attended
2. FY 2007-2008 Target: <b>756</b> number and <b>5</b> % increase
3. FY 2008-2009 Target: <b>763</b> number and <b>1</b> % increase
Associated Program Goals and Objective Numbers: 1.11

**C. Work with Family Councils (AoA Report, Part III-F, #9)**

1. FY 2003-2004 Baseline: <b>53</b> number of meetings attended
2. FY 2007-2008 Target: <b>25</b> number and <b>0 %</b> increase
3. FY 2008-2009 Target: <b>30</b> number and <b>20%</b> increase
Associated Program Goals and Objective Numbers: 1.11

**D. Consultations to Facilities (AoA Report, Part III-F, #4)**

1. FY 2003-2004 Baseline: 0 number of consultations
2. FY 2007-2008 Target: <b>400</b> number and <b>400%</b> increase
3. FY 2008-2009 Target: <b>440</b> number and <b>10%</b> increase
Associated Program Goals and Objective Numbers: 1.11

**E. Information and Consultations to Individuals (AoA Report, Part III-F, #5)**

1. FY 2003-2004 Baseline: 0 number of consultations
2. FY 2007-2008 Target: <b>800</b> number and <b>800%</b> increase
3. FY 2008-2009 Target: <b>960</b> number and <b>20%</b> increase
Associated Program Goals and Objective Numbers: 1.8

**F. Community Education (AoA Report, Part III-F, #10)**

1. FY 2003-2004 Baseline: <b>5</b> number of sessions
2. FY 2007-2008 Target: <b>8</b> number of sessions and <b>60%</b> increase
3. FY 2008-2009 Target: <b>10</b> number of sessions and <b>25%</b> increase
Associated Program Goals and Objective Numbers: 1.11

**G. Systems Advocacy**

1. FY 2007-2008 Target: Please provide at least one example of a significant systemic advocacy effort in each local Ombudsman Program. (Examples: working with law enforcement to improve response and investigation of abuse complaints, collaborations with other agencies to improve quality of care to residents, disaster preparedness planning, presentations to legislators and local officials regarding quality of care issues etc)

**Increase community awareness about the hazards of physical restraints to improve quality of care to residents.**

**Measures and Targets:**

- 2. Residents have regular access to an Ombudsman.**  
[OAA Section 712(a)(3)(D), (5)(B)(ii)]

**A. Regular Nursing Facility Resident Visitation (AoA Report, Part III-F, #6)**

The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1.	FY 2003-2004 Baseline: <b>100%</b> ( <b>9,542</b> number of regular visitations divided by the number of <b>276</b> nursing facilities) Note: these numbers were from FY2006-07
2.	FY 2007-2008 Target: <b>0</b> % increase in the number of regular resident visitations
3.	FY 2008-2009 Target: <b>0</b> % increase in the number of regular resident visitations
Associated Program Goals and Objective Numbers: 1.11	

**B. Regular Residential Care Facility for the Elderly Resident Visitation**  
(AoA Report, Part III-F, #6 – board and care facilities) The target should be 100% of facilities visited. Refer to the NORS definition of regular visitation, which is at least one visit on a quarterly basis.

1.	FY 2003-2004 Baseline: <b>100%</b> ( <b>5,128</b> number of regular visitations divided by the number of <b>664</b> licensed residential care facilities for the elderly)
2.	FY 2007-2008 Target: <b>0%</b> increase in number of regular resident visitations (_____ number of regular visitations divided by the number of _____ residential care facilities for the elderly)
3.	FY 2008-2009 Target: <b>0%</b> increase in number of regular resident visitations(_____ number of regular visitations divided by the number of _____ residential care facilities for the elderly)
Associated Program Goals and Objective Numbers: 1.11	

**C. Number of Full-Time Equivalent (FTE) Paid Staff Ombudsmen**  
(One FTE generally equates to 40 hours per week or 1,760 hours per year)

1. FY 2003-2004 Baseline: <u>19.5</u> FTEs
2. FY 2007-2008 Target: <u>19.5</u> and <u>0</u> % increase
3. FY 2008-2009 Target: <u>19.5</u> and <u>0</u> % increase
Associated Program Goals and Objective Numbers: 1.11

**D. Number of Certified Volunteer Ombudsmen**

1. FY 2003-2004 Baseline: _____
2. FY 2006-2007 Current Number: <u>108</u> after decertification
3. FY 2008-2009 Target: <u>130</u> number and <u>20</u> % increase
Associated Program Goals and Objective Numbers: 1.11

**Measures and Targets:**

- 1. Ombudsmen report their complaint processing and other activities accurately and consistently. [OAA Section 712(c)]***

***A. Each Ombudsman Program provides regular training on the National Ombudsman Reporting System (NORS).***

1. FY 2003-2004 Baseline: <u>20</u> number of NORS Part I, II or III training sessions completed.
2. FY 2007-2008 Target: <u>10</u> number of NORS Part I, II and III training sessions planned.
3. FY 2008-2009 Target: <u>10</u> number of NORS Part I, II and III training sessions planned.
Associated Program Goals and Objective Numbers: 1.11

**ELDER ABUSE PREVENTION SERVICES (TITLE VII b)**

**Actual Units of Service for the tables below will be reported in NAPIS Service Category 15. The services provided with the units of service will be reported in the Year End Report.**

**Activities that support the coordination of elder abuse prevention, investigation, and/or prosecution.**

**Units of Service = (1 Hour)**

Fiscal Year	1	Goal Numbers	3
	Proposed Units of Service		Associated Program Goal and Objective Numbers
2005-2006	2,400	1	1.4, 1.5
2006-2007	2,400	1	
2007-2008	2,400	1	
2008-2009	2,400	1	

**Other Title VII b activities from Division 4000.****Service Category:** \_\_\_\_\_**Units of Service <sup>E</sup>****( )**

Fiscal Year	1	2	3
	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Service Category:** \_\_\_\_\_**Units of Service ( )**

Fiscal Year	1	2	3
	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**Other Program Accomplishments**

Fiscal Year	Total # of Public Education Sessions
2005-06	
2006-07	
2007-08	
2008-09	

Fiscal Year	Total # of Training Sessions for Professionals
2005-06	
2006-07	
2007-08	
2008-09	



Fiscal Year	Total # of Educational Materials Developed (Products)
2005-06	
2006-07	
2007-08	
2008-09	

Fiscal Year	Total # of Educational Materials Distributed (Documents)
2005-06	
2006-07	
2007-08	
2008-09	

### **TITLE III E SERVICE UNIT PLAN OBJECTIVES**

#### **PSA #19**

**2005 – 2009 Four Year Planning Period  
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) utilizes the service categories defined in PM 03-10. Related Title III E funding is reported in the Area Plan Budget (CDA 122). This SUP is for the reporting of Title III E services **only**. Report units of service to be provided with **ALL** funding sources.

For services that will not be provided, check the Not Applicable box ☐

### **TITLE III E**

#### **1. Outreach**

Units of Service = (1-Contact)  
Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	265	3	3.1, 3.5, 3.7, 3.8, 3.9, 3.10
2006-2007	265	3	
2007-2008	Revised as Community Education service activity – see below		
2008-2009	265		

#### **2. Community Education**

Units of Service = (1-Hour)  
Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	3,776	3	3.12
2006-2007	3,776	3	
2007-2008	22,338	3	
2008-2009	22,338		

#### **3. Information and Assistance**

Units of Service = (1-Contact)  
Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008	3,329	1	1.7, 1.8
2008-2009	3,329		

**4. Comprehensive Assessment**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**5. Case Management**

Units of Service = (1-Hour)

Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	8,507	1,2,3	1.4, 1.7, 2.1, 2.11, 3.2, 3.4
2006-2007	8,507	1,2,3	
2007-2008	7,981	1,2,3	
2008-2009	7,981	1,2,3	

**6. Transportation**

Units of Service = (One 1-way trip)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**7. Assisted Transportation**

Units of Service = (One 1-way trip)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**8. Counseling**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**9. Caregiver Support Group**

Units of Service = (1-Hour Meeting)

Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	2,306	2	2.4
2006-2007	2,306	2	
2007-2008	2,096	2	
2008-2009	2,096	2	

**10. Caregiver Training**

Units of Service = (1-Contact)

Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	3,673	1	1.3, 1.7
2006-2007	3,673	1	
2007-2008	3,138	1	
2008-2009	3,138	1	

**11. Respite Care Services**

Units of Service = (1-Hour)

Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	2,486	1.2	1.3, 2.4
2006-2007	2,486	1.2	
2007-2008	12,396	1.2	
2008-2009	12,396	1.2	

**12. Minor Home Modifications**

Units of Service = (1-Occurrence)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**13. Placement**

Units of Service = (1-Placement)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**14. Homemaker**

Units of Service = (1-Hour)

Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	9,561	1,3	1.4, 3.3
2006-2007	9,561	1,3	
2007-2008	7,480	1,3	
2008-2009	7,480	1,3	

**15. Chore**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**16. Home Security & Safety**

Units of Service = (1-Occurrence)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**17. Assistive Devices**

Units of Service = (1-Single Occurrence)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**18. Visiting**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**19. Congregate Meals**

Units of Service = (1-Meal)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**20. Home Delivered Meals**

Units of Service = (1-Meal)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**21. Legal Assistance**

Units of Service = (1-Hour)

Not Applicable: ☐ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	2,000	2	2.8
2006-2007	2,000	2	
2007-2008	2,000	2	
2008-2009	2,000	2	

**22. Peer Counseling**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**23. Translation/Interpretation**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**24. Income Support/Material Aid**

Units of Service = (1-Occurrence)

Not Applicable: ☒ (check)

<b>■</b>	<b>1</b>	<b>2</b>	<b>3</b>
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**25. Money Management**

Units of Service = (1-Hour)

Not Applicable: ☒ (check)

<b>■</b>	<b>1</b>	<b>2</b>	<b>3</b>
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

**26. Registry**

Units of Service = (1-Match)

Not Applicable: ☐ (check)

Comment [11]: Moved to align

<b>■</b>	<b>1</b>	<b>2</b>	<b>3</b>
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	2,905	2	2.2, 2.3
2006-2007	2,905	2	
2007-2008	2,905	2	
2008-2009	2,905	2	

**Other – Specify:**

Service Category: \_\_\_\_\_

Units of Service: <sup>E</sup> \_\_\_\_\_ entry required

Requires PRIOR CDA Approval

Not Applicable: ☒ (check)

<b>■</b>	<b>1</b>	<b>2</b>	<b>3</b>
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006			
2006-2007			
2007-2008			
2008-2009			

<sup>E</sup> Entry required

## **TITLE V/SCSEP SERVICE UNIT PLAN OBJECTIVES**

**PSA #19<sup>1</sup>**

**2005 – 2009 Four Year Planning Period  
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) utilizes the new Data Collection System developed by the U.S. Department of Labor (DOL), which captures the new performance measures per the Older Americans Act of 1965 as amended in 2000, and the Federal Register 20 CFR Part 641. The related funding is reported in the annual Title V/SCSEP Budget.

Please list your performance measures in the table below. Each AAA must achieve at least the DOL's minimum required performance measures, unless lower measures have been negotiated and approved by the DOL. AAAs may indicate higher performance measures as well.

### **Title V/SCSEP**

<b>Fiscal Year (FY)</b>	<b>Goal Number</b>	<b>Objective Number</b>	<b>CDA Authorized Slots</b>	<b>National Authorized Slots (If applicable)</b>
2005-06	2	2.9	275	
2006-07	2	2.9	275	
2007-08	2	2.9	270	
2008-09	2	2.9	270	

#### **DOL's Minimum Required Performance Measures**

##### **1. Placement Rate – DOL's Minimum Unsubsidized Placement Goal is 25%**

<b>FY</b>	<b>Estimated Unsubsidized Placement Goal %</b>
2005-06	25%
2006-07	25%
2007-08	25%
2008-09	41%

##### **2. Service Level – DOL's Minimum Service Level is 140%**

<b>FY</b>	<b>Estimated Service Level %</b>
2005-06	140%
2006-07	140%
2007-08	140%
2008-09	162%

<sup>1</sup> If not providing Title V, enter PSA number followed by "Not Providing".



**3. Service to the Most in Need – DOL's Minimum Goal to Serve the Most in Need is 68%**

FY	Estimated % Service to the Most in Need
2005-06	68%
2006-07	68%
2007-08	68%
2008-09	N/A this is a common measure per CDA

**4. Community Service Hours Provided – DOL's Minimum Goal for Community Serve Hours Provided is 999,400 hours, which is 91% (approximately 950 hours per authorized slot)**

FY	Estimated Community Service Hours Provided
2005-06	999,400
2006-07	999,400
2007-08	999,400
2008-09	85% new measurement requirement

**5. Employment Retention Rate – DOL's Minimum Employment Retention Rate is 70%**

FY	Estimated Employment Retention Rate %
2005-06	70%
2006-07	70%
2007-08	70%
2008-09	71%

**6. Customer Satisfaction for Employers, Participants, and Host Agencies – DOL's Combined Minimum Customer Satisfaction Rate for Employers, Participants, and Host Agencies is 80%**

FY	Estimated % Combined Customer Satisfaction Rate
2005-06	80%
2006-07	80%
2007-08	80%
2008-09	N/A this is a common measure per CDA

**7. Earnings Increase – DOL's Minimum Goal for Earnings Increase 1 is 25% Higher than the Pre-Program Earnings DOL's Minimum Goal for Earnings Increase 2 is 5% Higher than Earnings Increase 1**

FY	Estimated Earnings Increase 1	Estimated Earnings Increase 2
2005-06	25%	30%
2006-07	25%	30%
2007-08	25%	30%
2008-09	\$6,803 quarter earnings	

**COMMUNITY BASED SERVICES PROGRAMS  
SERVICE UNIT PLAN (CBSP) OBJECTIVES:  
PSA #19  
2005 – 2009 Four Year Planning Period  
CCR Article 3, Section 7300(d)**

The Service Unit Plan (SUP) follows the instructions for layouts provided in PM 98-26 (P) and updated in PM 00-13 (P). The related funding is reported in the annual Area Plan Budget (CDA 122). Report units of service to be provided with **ALL** funding sources.

For services that will not be provided, check the Not Applicable box ☐

**CBSP**

**Alzheimer's Day Care Resource Center (ADCRC)**

Not Applicable: ☐ (check)

Fiscal Year	Goal Numbers
2005-2006	2.5
2006-2007	2.5
2007-2008	2.5
2008-2009	2.5

Fiscal Year	Caregiver Group Support Sessions
2005-2006	319
2006-2007	319
2007-2008	319
2008-2009	319

Fiscal Year	In-Service Training Sessions
2005-2006	424
2006-2007	424
2007-2008	424
2008-2009	424

Fiscal Year	Public/Community Education Training Sessions
2005-2006	
2006-2007	32
2007-2008	32
2008-2009	32

Fiscal Year	Professional/Intern Educational Training Sessions
2005-2006	176
2006-2007	176
2007-2008	176
2008-2009	176

**Brown Bag**

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated Pounds of Food to be Distributed
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	

**(CBSP) Respite Purchase of Services – RPOS**

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	1975
2007-2008	2,3
2008-2009	2.3

**(CBSP) Respite Purchase of Services – RPOS, cont.**

Fiscal Year	Purchase of Service Transportation (# of one-way trips)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

**Not Applicable: ☒ (check)**

Fiscal Year	Estimated # of Unduplicated Persons to be Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Estimated # of Distribution Sites
2005-2006	
2006-2007	
2007-2008	
2008-2009	

**Not Applicable: ☐ (check)**

Fiscal Year	Respite Hours Purchased
2005-2006	
2006-2007	
2007-2008	1975
2008-2009	1975

Fiscal Year	Alzheimer's Day Care Resource Center (# of days)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

**Linkages**Not Applicable: ☐ (check)

Fiscal Year	Goal Numbers
2005-2006	3.11
2006-2007	3.11
2007-2008	3.11
2008-2009	3.11

Fiscal Year	Number of Unduplicated Clients Served (Include Targeted Case Management and Handicapped Parking Revenue)
2005-2006	300
2006-2007	300
2007-2008	300
2008-2009	300

Fiscal Year	Active Monthly Caseload (Include Targeted Case Management and handicapped parking revenue)
2005-2006	450
2006-2007	450
2007-2008	450
2008-2009	450

**Senior Companion**Not Applicable: ☒ (check)

Fiscal Year	Goal Numbers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Service Years (VSYs)
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Volunteer Hours
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Senior Volunteers
2005-2006	
2006-2007	
2007-2008	
2008-2009	

Fiscal Year	Seniors Served
2005-2006	
2006-2007	
2007-2008	
2008-2009	

## HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

### SERVICE UNIT PLAN OBJECTIVES

#### PSA #19

2005 – 2009 Four Year Planning Period

CCR Article 3, Section 7300 (d)

The Service Unit Plan (SUP) utilizes definitions that can be found at [www.aging.ca.gov](http://www.aging.ca.gov). After connecting with the home web page, select "AAA Partners," then "Reporting Instructions," then select "HICAP Reporting Instructions as of July 1, 2004." HICAP reporting instructions, forms, and definitions are centralized there.

The related funding is reported in the HICAP Budget. Indicate the estimated service performance units provided with federal and state HICAP funds.

### HICAP Services

References to Plan Goal(s) and Objective(s) related to HICAP Services without Legal Services Component

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006		1,2	1.1, 2.10
2006-2007			
2007-2008			
2008-2009			

#### 1. HICAP Budget without HICAP Legal Services Budget

Fiscal Year	Estimated State & Federal Budget Amount
2005-06	\$595,553
2006-07	\$788,481
2007-08	\$723,972
2008-09	\$723,972

#### 2. Community Education

Fiscal Year	Estimated # of Interactive Presentations in SFY. Unit of Service = (1 Presentation)
2005-06	150
2006-07	150
2007-08	150
2008-09	150

#### 3. Community Education

Fiscal Year	# of Attendees reached at Interactive Presentations in SFY. Unit of Service = (1 Attendee Reached)
2005-06	6500
2006-07	6500
2007-08	4000
2008-09	4000

#### 4. Counseling

Fiscal Year	Estimated # of Clients Counseled in SFY. Unit of Service = (1 Client Counseled)
2005-06	127
2006-07	127
2007-08	4800
2008-09	4800

**5. Counselors**

Fiscal Year	Estimated # of <u>Registered</u> Counselors for SFY. Unit of Service = (1 Unduplicated Registered Counselor)
2005-06	33
2006-07	33
2007-08	27
2008-09	27

**6. Counselors**

Fiscal Year	Estimated # of <u>Volunteer</u> <u>Registered</u> Counselors for SFY. Unit of Service = (1 Volunteer Registered Counselor)
2005-06	27
2006-07	27
2007-08	15
2008-09	15

**7. Counselors**

Fiscal Year	Estimated # of <u>Active</u> Counselors for SFY. Unit of Service = (1 Unduplicated Active Counselor)
2005-06	28
2006-07	28
2007-08	27
2008-09	27

**8. Counselors**

Fiscal Year	Estimated # of <u>Volunteer</u> <u>Active</u> Counselors for SFY. Unit of Service = (1 Unduplicated Volunteer Active Counselor)
2005-06	40
2006-07	40
2007-08	15
2008-09	15

**HICAP Legal Services (if funded and available through HICAP)****References to Plan Goal(s) and Objective(s) related to HICAP Legal Services Component**

■	1	2	3
Fiscal Year	Proposed Units of Service	Goal Numbers	Associated Program Goal and Objective Numbers
2005-2006	386	2	2.8
2006-2007	386	2	2.8
2007-2008	240	2	2.8
2008-2009	240	2	2.8

**9. HICAP Legal Services Budget Only**

Fiscal Year	Estimated State & Federal Budget Amount
2005-06	\$
2006-07	\$
2007-08	\$62,600
2008-09	\$62,600

**10. Clients**

Fiscal Year	Estimated Clients Served for SFY Unit of Service = (1 Client Served)
2005-06	156
2006-07	156
2007-08	156
2008-09	156

**11. Representation**

Fiscal Year	<b>Estimated Hours of <u>Legal Representation</u> for SFY. Unit of Service = (1 Hour of Legal Representation)</b>
2005-06	386
2006-07	386
2007-08	500
2008-09	500

**12. Representation**

Fiscal Year	<b>Estimated Hours of <u>Legal Backup Support</u> to Staff for SFY. Unit of Service = (1 Hour of Legal Backup Support)</b>
2005-06	NA
2006-07	
2007-08	350
2008-09	350